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## PATENTS

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
Baggenstoss et al. ) Art Unit: 2642  
Serial No.: 10/733,137 ) Confirmation No. 8268  
Filed: December 11, 2003 )  
For: Managing the Selection of )  
Performance Interventions in )  
A Contact Center )

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**INFORMATION DISCLOSURE STATEMENT**

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Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

Robert T. Neufeld  
Reg. No. 48,394

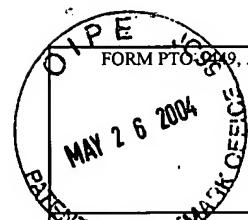
King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105017 US  
3490087

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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 24, 2004.

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## LIST OF INFORMATION DISCLOSED BY APPLICANT

*(Use several sheets if necessary)*

ATTX. DOCKET NO.  
07117.105017SERIAL NO.  
10/733,137FILING DATE  
December 11, 2003APPLICANT  
Bagenstoss et al.GROUP  
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

**FOREIGN PATENT DOCUMENTS**

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION
						YES      NO
	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.	
	AO					

**OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)**

AP		
AQ		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.